**AGM Patient Participation Group (PPG ) 2/10/ 2023**

Chair’s report to the AGM

This PPG has been meeting for several years and has had the opportunity to ask questions and clarify issues with the Fern House team. It has involved only small numbers attending, typically 8-12 but has nonetheless tried to reach others by producing a regular newsletter and delivering local projects.

Not all PPGs look the same- in the past there were examples of groups who never met face to face and had no way of contacting each other. They fulfilled at a basic level the requirement for Practices to have a group but not the requirement of patients to carry out useful functions on behalf of others.

The development of some formal structures and policies is in line with other patient representative groups and aims to state clearly why we exist and how we should conduct ourselves. The terms of reference have been discussed at two previous meetings and you are asked this evening to complete the process and formally adopt these.

I have chaired and supported this group since its inception and have attended many NHS groups to further my knowledge on your behalf. The current key group is MACE - Mid Alliance Community Engagement. The most recent MACE meeting was on 14/9/23 which I attended remotely whilst in the US. I also attended the regent Integrated Care Board held in Braintree last week. These meetings enable me to develop more topics for newsletters.

I am happy to continue to chair but would like to be able to rely on the help of a deputy chair and at least one other person to work with me. Help is required particularly in developing membership and communications. I will ask you soon to propose and second me in the role of chair and to refer to our next meeting in January the appointment of other roles. This will give time for you to consider your level of involvement.

Proposed and seconded as Chair - Marian Redding

Proposed and seconded as Vice Chair -John Wood

Vacancy for Communication and membership role

Adopted Terms of Reference and code of conduct. Thanks was recorded to RJ who was the main author.

Other business:

The Macmillan cake sale took place on Friday 29th September. Next year more publicity will be attempted to increase footfall but over £200 was raised and donated.

The community garden is looking very good where the garden group volunteers have been hard at work. Many spring bulbs and flowers have been planted so should make a cheerful showing next year. Fencing of the area is an ongoing problem.

One member volunteered to help Fern staff to renew items on notice boards.

Another wanted information about how to raise topics with the PPG or practice. The code of conduct required members attending to refer to issues of importance to the wider community. Individual concerns should be addressed to the Practice Manager or Assistant Practice Manager.

Members can at any time use the PPG email to contact the Assistant Practice Manager who then notifies the Chair.

We discussed the chronic problems caused by non-disabled (blue badge) drivers using the car park and blocking the staff car park. Patients are encouraged to use a high street or supermarket space or the Mill Road paying car park. Please prioritise the needs of disabled and blue badge drivers.

A query was raised concerning the information on blood test forms and the Fern House team will investigate this. More blood tests are now performed at Fern House, but it is still essential to use the hospital phlebotomy service.

The reception manager was complimented on the excellent skills of her team. She was asked to review the length of the phone ‘blurb’ as it has become once more a hindrance to callers.

You may notice that new members of staff have been available. This is because as part of a larger Primary Care Network funds are provided so that posts can be shared across practices within the network. This makes more appointments possible and benefits patients. We welcome the mental health team nurses and the health and well bring coach.

We also welcomed the new GP who has joined the team - Dr Ahillan

The PPG wishes all patients a happy and healthy winter - if offered please keep having your vaccinations against flu and Covid!

The next meeting is provisionally scheduled for January 8th, 2024

Contact **f.patient@nhs.net** for more details.

Marian Redding PPG Chair